



Mercedes-Benz

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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign 2014090013 – Replace Starter Battery, MY 2015, Model 217 (S-Coupe)</b>	DATE: October 10, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 317 affected vehicles will be flagged in VMI.**

**Parts – Dealers may order parts via Interstate Batteries. Replacement batteries are in limited availability. Please do not order batteries for shelf inventory. Battery replacement rate is 100%**

**Owner Notification - None Required. All vehicles are in dealer inventory and are to be repaired just prior to vehicle sale.**

### **What's the Issue:**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the starter battery may not meet current specifications. To correct this condition and provide a well charged battery to the customer, **an authorized Mercedes-Benz dealer will replace the starter battery just prior to vehicle sale, and not at an earlier PDI.**

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR\_MERCEdes (1-800-367-6372).



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# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2014090013, October 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 217 (S-Coupe), Model Year 2015**  
**Replace Starter Battery**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the starter battery may not meet current specifications. To correct this condition and provide a well charged battery to the customer, **an authorized Mercedes-Benz dealer will replace the starter battery just prior to vehicle sale, and not at an earlier PDI.**

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 317 vehicles are affected.

Order No. P-SC-2014090013

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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## Procedure

1. Replace starter battery just prior to vehicle's retail delivery; refer to WIS: AR 54.10-P-0005LC.

**i** **Note:**

Do not perform this Procedure at an earlier PDI.

**i** **Note** (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Starter battery 105 Ah	A 000 982 18 08	100%

**i** **Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

### Warranty Information

**Operation:** Replace starter battery (02-8637)

Damage Code	Operation Number	Labor Time (hrs.)
54 902 43 7	02-8637	0.6

**i** **Note**

Operation Number labor times are subject to change.